CASE STUDY

The Perfect Tools For Making The Perfect Chicken
How two Comcater products became essential to NeNe Chicken’s operations

When NeNe Chicken was looking for a fryer and holding cabinet that would help them serve the perfect chicken to Australians, it was like finding a Cinderella to slip into a glass shoe. The Korean chicken brand had very specific needs, from frying a chicken with sumptuous balance of crispiness and moistness to keeping the product fresh for as long as possible.

But NeNe Chicken’s search ended when commercial kitchen equipment supplier Mariljohn recommended the Frymaster Footprint Pro and the Alto-Shaam Holding Cabinet. NeNe Chicken tried out both products from Comcater over a two-week demonstration and testing process, and found that they met the chicken brand’s exacting standards.

“The Frymaster fryer helps to maintain the oil fresh which makes the fried chicken taste fresh, too. The filtration system is very efficient where the used oil can last longer,” says NeNe Chicken Representative. “The Alto-Shaam Holding Cabinet helps to keep the chicken warm without losing the crispiness.”
Crispy but juicy

For the fryer, NeNe Chicken wanted a machine that, first and foremost, could quickly cook chicken with crispy skin but juicy on the inside. This was the type of chicken that customers have come to expect and love from NeNe Chicken, and what the brand wanted to be known for as it tries to expand in the Australian market.

“They needed a consistent product, cooked in a quick time with crispy skin but juicy on the inside. Once they saw we could get the result we just had to fine tune it. We then put this practise into shop working conditions to prove that this system works to their standards,” says Stephen Wilson. Comcater Dealer Account Manager.

Stephen Wilson says there were four key advantages that made the Frymaster ideal for frying NeNe Chicken products. First, the fryer evenly cooked the chicken. Second, the fryer had a fast recovery time, allowing for more chicken to be fried per hour. Third, the computer system was also intelligent and offered convenient features for the store staff. Fourth and last, the fryer had an ability to filter the oil to save cost and keep standards high.

The effective filtration system, which makes the oil last longer and savings on the oil usage, was particularly appealing to NeNe Chicken, says NeNe Chicken representative, noting that they have seen a positive bottom line impact due to lesser oil usage and more oil reuse across their stores.
Keeping it fresh

After frying chicken to perfection, NeNe Chicken wanted a holding cabinet that could retain the chicken's freshness for as long as possible. The brand tested the Alto-Shaam Holding Cabinet through a demonstration, and was pleased that the chicken held for a couple of hours was kept crisp and moist.

“The Alto-Shaam helps to keep the chicken warm without losing the crispiness,” says NeNe Chicken representative “It is easy to use and has a big holding capacity.”

After delivering the fryer and holding cabinet, Comcater continues to provide ongoing product support to NeNe Chicken, and work with the brand to improve on the products and service delivery.

“We are always testing and looking at ways to improve on their systems. We continue to test ways to improve times keeping consistency,” says Stephen Wilson. “We work very closely with them to achieve the goals they set and are always looking for ways to help.”